



## SENIOR CENTER Facility Rental Policy

Community Services Department – Recreation Division  
202 East Boston, Chandler, AZ 85225  
[www.chandleraz.gov/recreation](http://www.chandleraz.gov/recreation)  
480-782- 2720

### A. SENIOR CENTER FACILITY RENTAL PURPOSE STATEMENT

The Senior Center is a 10,397-sq.-ft. facility that is dedicated to providing affordable recreational and leisure opportunities for active, senior adults ages 55 and older. The Center offers diverse programs and services that encourage citizen involvement and a strong active community while striving to promote the social, cultural, and healthy lifestyles of its residents and visitors. When not in use for the Center's own classes and programs, the Senior Center's multipurpose room, game room and lounge are available for private rental. **NO FACILITY RENTALS ARE ALLOWED DURING OPERATIONAL HOURS.** The policies, rules, and regulations detailed in this guide are in place to help govern the use of the facility in order to provide a safe and enjoyable atmosphere for our residents, visitors, and staff.

### B. FACILITY RENTAL POLICIES AND PROCEDURES

1. All reservations must be made in person at the Senior Center.
2. The Facility Manager (FM) or designee must approve all rentals by organizations, groups or individuals using or renting rooms within the Senior Center. Priority will be given to Chandler-based groups.
3. All reservations must be made by a Responsible Person (RP) who is an individual 18 years of age or older and who will serve as the main contact for Center staff.
4. The RP must be onsite at all times during the reservation. All rental usage of the Senior Center must be under competent, adult supervision with the RP assuming full responsibility for any damage to the facility or equipment. For wedding receptions, the responsible person should be someone other than the bride or groom, if they will be leaving before the end of the party. If the bride or groom signs the paperwork, please assign another person to be the responsible party the evening of the reception. The RP must inform the FM of who will be taking responsibility 2-weeks prior to the event.
5. A one-hour minimum reservation is required for the lounge and game rooms and a three-hour minimum reservation is required for the multipurpose room. Rental hours are as follows: Monday – Thursday 5 pm - 9 pm, Friday 5 pm - 12 am (midnight), and Saturday 8 am - 12 am (midnight). Accepted forms of payment are cash, credit/debit card and cashier's check. A \$500 security/damage deposit will be collected at the time the reservation is booked and will be accepted only in the form of a credit/debit card.
6. A reservation for the lounge or game room can be made up to 60 calendar days in advance and must be paid in-full at the time the reservation is made. The RP is subject to the immediate acceptance of all policies contained within this document. Reservations are on a first-come, first-served basis. Ongoing reservations, defined as consecutive reservations of two or more instances, are not accepted.
7. A reservation for the multipurpose room can be made up to one calendar year in advance. A \$200 down payment must be made at the time of reservation to secure the date. Reservations made for the multipurpose room less than 60 calendar days before the rental date must be paid in-full at the time the reservation is made.

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8. Fees are subject to change with or without notice, at any time. Rate changes are not retroactive.
9. Rental fees include a designated room and a staff member to monitor the reservation.
10. For all multipurpose room reservations, a mandatory meeting with the Facility Manager or designee will be made within 21 days of the reservation, but no less than 3 months before the reservation date. The purpose of this meeting is to review rental policies and procedures, determine room set-up, and discuss any other special requests. The FM or designee will make reasonable attempts to contact the RP to set-up the pre-reservation meeting.
11. Staff will work with the RP to ensure that all rules and regulations are adhered to and that all clean-up responsibilities are completed.
12. The City of Chandler is not responsible for personal equipment or items left in the facility. Items belonging to the RP and/or guests cannot be left overnight in the facility except as stipulated in Section C, Number 5 (f) of this policy.
13. The RP will be held responsible for the actions of all reservation attendees, including children. For their safety, please enforce the following rules:
  - Children must not be left unattended in any of the rooms of the Senior Center and are to be under adult supervision at all times.
  - It is the responsibility of the RP to be sure proper supervision and conduct takes place.
  - Children are NOT allowed to run free throughout the Senior Center or patio and it will not be tolerated.
  - Children should not play in the plants on the patio.
14. Animals are not allowed inside the facility except for certified guide animals. If animals are part of a special event or program, permission may be granted, by the FM or designee, under special conditions.
15. **SMOKING IS NOT PERMITTED INSIDE THE FACILITY OR ON ANY CLASSROOM PATIO AT ANY TIME** (City Ordinance #1767). The RP is responsible for enforcement of the *no smoking* policy. Damages that occur as a result of violating this ordinance will be charged, with or without notice, to the permit holder's damage/security deposit credit card on file.
16. Room occupancy limits, as established by the Fire Marshall, apply. If there is a concern with the number of people in the room during the time of the reservation, the RP is required to cooperate with staff requests. Room occupancy limits are as follows: multipurpose room (100), lounge (20), and game room (30).
17. Failure of the RP to adhere to or enforce these policies with all reservation attendees will result in forfeiture of part or all of the \$500 damage/security deposit, as determined by the FM or designee.

## C. FACILITY RENTAL RATES AND INFORMATION

### 1. ROOM RATES AND ROOM LAYOUTS

Room Number	Room Name	Chandler Resident Rates	Non-Resident Rates	Chandler Non-Profit Group Rates (refer to section C 11)
301	Lounge	\$25/hour	\$34/hour	\$12.50/hour
306	Game room	\$25/hour	\$34/hour	\$12.50/hour
	Multipurpose room	\$70/hour	\$95/hour	\$35/hour
1 hour of Set-up fee required for Multipurpose room reservations		\$25	\$34	\$25
Refundable Security Deposit		\$500	\$500	\$500
Alcohol Permit		\$14	\$19	\$14
Off-Duty Police Officer		\$53.13/hour	\$53.13/hour	\$53.13/hour

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damage to carpets. This amount will be charged, within 10 business days, with or without notice, to the permit holder's damage/security deposit credit card on file.

### 1. CLEAN-UP

- a. Upon completion of the reservation, the room must be left clean. If it is not, and staff must clean up, the fee will be \$25 per hour. If extra time is needed by the RP after the reservation for clean-up and tear-down, additional hours, if available, may be added. The fee for one hour of set-up/clean-up time is \$25 for Chandler residents and \$34 for non-residents. If additional time is needed beyond one hour, the charge for additional hours will be at the regular room rate.
- b) Cleaning includes, but is not limited to: removing all decorations, clearing off tabletops, removing table coverings and wiping down all tables; sweeping spills or messes from floors; wiping off chairs and placing them under the tables or against the walls; and disposing of all trash and recyclables into proper receptacles. In addition, all blinds on windows must be closed and lights turned off upon exiting the room.
- c) Paper towels, trash bags, broom, dustpan, mop, and other basic cleaning supplies may be checked out from Senior Center staff.
- d) Liquid waste may not be placed in any trash container. Soda cans and water bottles must be emptied before being placed into any trash containers.
- e) All clean-up must be completed prior to the RP vacating the premises. A Senior Center staff person will perform a room inspection with the RP upon completion of the reservation. If the room is left unclean, damaged, or if there is any missing or damaged equipment, the RP will be charged for the damages. This amount will be charged, with or without notice, to the permit holder's damage/security deposit credit card on file.

### 2. FACILITY RENTAL HOURS

- a) Rental reservations are not available during normal operating hours, on Sundays, or on City-recognized holidays. Rental hours are as follows: Monday – Thursday 5 pm - 9 pm, Friday 5 pm - 12 am (midnight), and Saturday 8 am - 12 am (midnight).
- b) Reservation hours must be strictly observed. It is the duty of the RP to ensure that guests depart the facility on or before the reservation end time designated on the Facility Use Permit.
- c) If failure to depart occurs outside of stated reservation hours, an additional charge of \$50 per each 15 minutes (rounded to the nearest quarter hour) will be assessed to cover staff and building operation costs. This amount will be charged, with or without notice, to the permit holder's damage/security deposit credit card on file.
- d) Failure to depart on time may result in forfeiture of part or all of the damage/security deposit.

### 3. EQUIPMENT

- a) Do not use any type of markers that will bleed through paper and onto the tables. Any damage to the tables, white board, and/or projector and screen will be charged, with or without notice, to the permit holder's damage/security deposit credit card on file.
- b) It is the responsibility of the RP to provide all items needed for the reservation. Supplemental supplies (markers, pens/pencils, paper) and disposable items (plates, napkins, cups, utensils, table-coverings) are not provided as part of the reservation. Photocopies are available at the front desk at the rate of fifteen cents each for Chandler residents and nineteen cents each for non-residents during operational hours only.
- c) It is the responsibility of the RP to obtain permission from the FM or designee if equipment is going to be rented from an outside vendor for the reservation. The RP is responsible for making arrangements to meet the vendor at the Senior Center to accept the deliveries. Facility staff will not sign for outside rental items and the staff will not be responsible for items while they are on the premises.

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- d) It is the responsibility of the RP to inform rental companies that items must be picked up within 24 hours of the rental, except on the weekends, when items must be picked up no later than noon on the Monday after the facility use.

#### 4. DAMAGE/SECURITY DEPOSIT

The permit holder is required to provide a \$500 damage/security deposit at the time of booking the reservation.

- a) City-sponsored groups affiliated with the Community Services Department are not required to pay a deposit.
- b) Deposits must be secured with a valid Visa, MasterCard or American Express credit card.
- c) All credit card numbers that are submitted towards a damage/security deposit will be shredded 10 business days after the reservation.
- d) If damage occurred or a violation was assessed, the permit holder will be notified of the amount of money being charged and the reason. The credit card will only be charged for the amount appropriate to correcting the problem.
- e) Major damage to the multipurpose room, classrooms, courtyard, or any space inside the Senior Center caused during the reservation will result in the forfeiture of the \$500 damage/security deposit and additional charges will be incurred, as needed, with or without notice. Examples of major damage include, but are not limited to: fire, structural damage, vandalism, or a gross violation of the rules and regulations contained in this document.
- f) If someone in the reservation party sets off the fire alarm or damages any alarm, the permit holder will be charged for parts and labor for repair and the cost of the alarm company to come out to reset the alarm. This amount may be substantial and will be charged, with or without notice, to the permit holder's damage/security deposit credit card on file.

#### 5. REFUNDS

In case of cancellation, the refund policy is as follows: If FM or designees are notified by the RP:

- 7 to 12 months prior to the event, 25% of the down payment amount will be withheld.
- 2 to 6 months prior to the event, 50% of the down payment amount will be withheld.
- Less than 2 months prior to the event, 100% of the down payment amount will be withheld.

#### 6. ALCOHOL

An alcohol permit must be purchased by the RP in order to serve any type of alcoholic beverage. The permit is \$14 for Chandler residents and \$19 for non-residents. The alcohol permit is not transferable. **ALL CITY, COUNTY AND STATE ORDINANCES, LAWS AND STATUTES PERTAINING TO ALCOHOL WILL APPLY.**

- a) Groups wishing to have alcoholic beverages during events must make application at least thirty (30) days in advance of the event to allow time for Community Services Department approval.
- b) **All events with alcohol require the presence of two (2) off-duty police officers.**
- c) Permit is only valid for the permit date and is restricted to the building specified and the number in the group indicated on the permit.
- d) The permit must be signed by a responsible person who is 21 years of age or older and who will be at the party the entire time. NOTE: For wedding receptions, the responsible party should be someone other than the bride and groom, if they may be leaving before the end of the party.
- e) Approval will be contingent upon the time and day of reservation and other events scheduled in the facility.
- f) Alcohol use must be confined to the reserved and permitted area of the building. Consumption of alcohol in the courtyard will be restricted to non-operational hours only or when there are no other groups in the building.

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- g) Bar set ups usually consist of one or two tables placed together. Kegs must be placed in some type of container. Plastic barrels work best. Tables must be covered completely to avoid damage from excess moisture.
- h) There must be a designated bartender responsible for serving the alcohol at all times. The group may contract with whomever they choose to serve as the designated bartender.
- i) **At no time can guests help themselves to alcohol or kegs. There are no open bottles allowed on tables.**
- j) A second designated server may fill wine or champagne glasses but these bottles must also be contained behind the bar and controlled at all time.
- k) Only the responsible party or the designee of the responsible party is allowed to bring the alcohol into the facility.
- l) Guests are not allowed to bring in their own alcohol.
- m) Control of alcohol is crucial and infraction may result in the closing of your party immediately upon warnings and non-compliance.
- n) The responsible party signing the permit is responsible for upholding all policies on the supplemental "Alcohol Permit" form given at the time of the reservation. Failure to adhere to these policies will result in the forfeiture of the security deposit.
- o) The permit holder must designate one person to oversee the control of the alcohol in the facility, and the permit holder is totally responsible for the conduct of group members. The alcohol must be served from a bar area by designated servers who are responsible for insuring that ALL those served are of legal age to drink alcoholic beverages according to Arizona State Law.
- p) Permit holder must retain permit and make available upon request by Recreation staff on duty, Park Ranger, or Police Official.
- q) The Community Services Department reserves the right to revoke any permits.

#### **NO ALCOHOL CAN BE SERVED UNTIL THE ARRIVAL OF THE OFF-DUTY POLICE**

**OFFICERS.** The following is a list of guidelines observed when scheduling an Off-Duty Officer for events.

1. Officers are selected on a rotating basis from the Available Off-Duty Officers List.
2. **One officer must be present for the entire rental time until the facility is vacated and closed and the second officer must be present the entire time the alcohol is being served.**
3. Officers must be scheduled at the Chandler Police Station at least one month before the date of the event. If the responsible party fails to secure the appropriate officer(s) within fourteen working days of the event, the alcohol permit will be revoked and no alcohol will be allowed on the premises for the rental.
4. Please call the Chandler Police Department at (480) 782-4204 to schedule officers, arrange payment, and for additional information.
5. The fee for an off duty police officer is \$53.13 per officer, per hour. Fees are subject to change.
6. A minimum of three hours is required per officer.
7. Fees must be paid at the time of scheduling the officer or at least two weeks prior to the scheduled event. A Police Department Extra Duty Letter of Agreement must be signed with the Police Department. Accepted forms of payment are money order or cashier's check payable to the City of Chandler. If at the end of the function, the officer's hours are less than what has been paid, a refund will be mailed to the responsible party. If the hours are more, the responsible party will be billed for the difference.
8. In the case of cancellation, the Chandler Police Department will need to be notified, as well as the Senior Center in order for a full refund to be mailed. If the responsible party fails to

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do so and an officer arrives, the three-hour minimum charge will be deducted from the refund.

### **Police officer duties**

- Officers will walk through the facility or area where the event is taking place and all surrounding areas repeatedly, throughout the assignment (i.e.: multipurpose room, , outside of Senior Center, parking garage, etc.).
- Officers are on assignment to secure the area, ensure citizens are not serving or allowing minors to drink, enforce the “No Smoking” policies, and assist facility staff as needed.
- Officers, as well as facility staff, will notify the responsible party and the person serving alcohol that control has to be implemented at the bar when drinking is getting out of hand and guests are obviously intoxicated. Officers will ask guests to leave the premises if conduct gets out of hand.
- Should the event/crowd get disorderly, the Senior Center staff may call the event to a halt and ask everyone to leave. At this time, the officer will assist in vacating the building, and remain until the facility is secured.

## **7. FUNDRAISERS**

Charitable events are welcome at the Senior Center. However, no exchange of money can take place in or outside of the facility. Event registration fees and tickets must be pre-sold prior to the event. This includes silent auctions, food, beverages, admittance tickets and monetary donations.

## **8. NON-PROFITS, GOVERNMENT AGENCIES, AND SCHOOL DISTRICTS**

To receive the discounted non-profit room rate, an organization must provide, upon request, a copy of their 501(c)(3) designation, and they must be based within the City of Chandler.

- a) National organizations (i.e. Boy Scouts, Girl Scouts) must provide a copy of their 501(c)(3) designation on official, organizational letterhead, along with the name of the troop leader and a statement confirming the local chapter is located in Chandler.
- b) Government agencies must provide a letter on official letterhead or the RP must show a state-issued ID.
- c) Chandler Unified School District functions may be either discounted or complimentary. Please see the Facility Manager or designee for details. A letter on official letterhead from the Chandler School District or specific school must be submitted at the time of reservation.

## **9. DECORATIONS**

Decorating of the rooms being rented is allowed. However, there are a few guidelines in place to ensure that the Senior Center continues to be aesthetically pleasing to all.

- a) No nails, staples, duct/scotch tape or other fastening devices may be used on any walls, floors, ceilings, moldings, counters, or furniture. Only painter's masking tape can be used on the walls. All tape must be removed immediately after use. If any adhesive from the tape sticks to the surface, a charge will be assessed to remove it. Written permission must be given by the FM or designee prior to the use of any type of adhesive. This permission can be obtained during the pre-reservation meeting.
- b) Helium balloons in all classrooms must have at least a 20-foot string so they are easy to remove. All balloons must be removed at the conclusion of the event from the ceiling and floors. The permit holder must provide their own ladder, equipment, and supplies needed for decorating the facility.
- c) Glitter and confetti are not allowed in any rooms or in the courtyard at the Senior Center. Curling ribbon can be used in place of glitter, but must be completely picked up upon conclusion of the reservation.

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- d) Tables used for food service or for extremely messy activities are required to be covered (Tablecloths are not provided by the Senior Center). Cloth, plastic, or paper cloths with plastic backing can be used. The rectangular metal tables are 6 and 8 feet long, and the round metal tables are 72" and 84" in diameter.
- e) Fog or smoke machines are not permitted as these machines set off the smoke alarms. If used, the permit holder will be charged for the cost of the alarm company to come out to check and reset the alarm. This amount may be substantial, and will be charged, with or without notice, to the permit holder's damage/security deposit credit card on file.
- f) Requirements for use of candles and other open-flame devices must be in made accordance with the City of Chandler Fire Department and City Ordinance #25.116. Please call the City of Chandler's Fire Prevention Department at 480-782-2121 to set up an appointment to obtain an Open-Flame Permit (OFP). A fee of \$85.00 may be charged for this permit. The RP is required to inform the Facility Manager or designee of the intent to have an open flame during the reservation and must show the FM or designee a signed/approved OFP prior to the use of the device within the facility.

## 10. CONCLUSION

It is the responsibility of the RP to relay all rules and regulations regarding the reservation to their entire group. Failure to adhere to the rules and regulations outlined in this document may result in expulsion of the RP and all attendees of the reservation, and forfeiture of the entire damage/security deposit, as well as forfeiture of any future use of the facility. Any expense incurred by the City for repairs, damaged equipment, facility damage, stains or marks on furniture, floors or walls will be charged, with or without notice, to the permit holder's damage/security deposit credit card on file.

This document is by no means an exhaustive list. The Facility Manager or designee maintains the right to implement changes and additional rules/regulations, except as indicated, to any reservation as needed, in order to ensure the safety and security of City staff, guests, and the facility.

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